

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 55

Page 1 of 3

Name of the NPS Unit:	Sleeping Bear Dunes National Lakeshore			VTS Group:	Water
Name of VTS:	Manitou Island Transit			NPS Region:	Midwest
Respondent's Name:	Roger Moder			Annual Visitors:	1,091,005
Respondent's Title:	Chief Ranger				
Respondent's Phone:	(616) 326-5134	Fax:	(616) 326-5382	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1985	1.6a Contract Term (years):	1
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	5/1/97
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	4/30/98
1.5a Concessioner Name:	G. Michael Grosvenor		
1.5b Concessioner Address:	P.O. Box 591, Leland, MI. 49654		
1.5c Concessioner Telephone:	() - 0		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Passenger Ferry / Leland to North	24	1	0	15	0	100
Passenger Ferry / Leland to South	34	1	1	1	0	100

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	Medium	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?	<input type="text" value="Yes"/>	Current Year Start Date:	5/10/96	Next Year Start Date:	5/10/97
		Current Year End Date:	11/10/96	Next Year End Date:	11/10/97
4.2 Peak Demand Start Date:	7/1/96	Low Demand Start Date:	5/1/96		
Peak Demand End Date:	9/2/96	Low Demand End Date:	5/30/96		

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule?	<input type="text" value="Yes"/>	If No, Describe How Trips are Determined:	<input type="text"/>
5.2 Is Schedule Adjusted Weekly?	<input type="text" value="Yes"/>	5.4 Is Schedule Provided to Operators?	<input type="text" value="Yes"/>
5.3 Is Schedule Adjusted Daily?	<input type="text" value="No"/>	5.5 Is Schedule Available to Visitors?	<input type="text" value="Yes"/>

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 55

Page 2 of 3

6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Ferry Custom	Manitou Isle					Concessioner	2
2	Ferry Custom	Mishe-Mokwa					Concessioner	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Dock Leland Harbor		Contractor/Concessioner	Concessioner	2
Dock North Manitou Island	1994	NPS	NPS	1
Dock South Manitou Island	1983	NPS	NPS	1
Office Leland Harbor		Contractor/Concessioner	Concessioner	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	92	23	12249
FY 1995	87	25	11809
FY 1994	89	23	11659
FY 1993	96	23	11392
FY 1992	85	21	10591

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children?

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Passenger Ferry / Leland to North	\$19.00	\$13.00	\$19.00	\$13.00	\$19.00	\$13.00	\$19.00	\$13.00
Passenger Ferry / Leland to South	\$19.00	\$13.00	\$19.00	\$13.00	\$19.00	\$13.00	\$19.00	\$13.00

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way? 11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 55

Page 3 of 3

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$202,615.00	\$204,036.00	\$201,959.00	\$175,773.00	\$191,072.00
Operating Cost	\$112,902.00	\$129,130.00	\$138,671.00	\$128,350.00	\$132,917.00
Concessioner Fees	\$7,040.00	\$7,039.00	\$7,008.00	\$6,205.00	\$6,141.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$7,040.00	\$7,039.00	\$7,008.00	\$6,205.00	\$6,141.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:	<input type="text"/>	Collision Premium:	<input type="text"/>
Comprehensive Coverage:	<input type="text"/>	Comprehensive Premium:	<input type="text"/>
Property Coverage:	<input type="text"/>	Property Premium:	<input type="text"/>
Public Liability Coverage:	\$2,500,000.00	Public Liability Premium:	<input type="text"/>
Medical Coverage:	<input type="text"/>	Medical Premium:	<input type="text"/>

Other Insurance:	<input type="text" value="Hull Insurance - \$170,000"/>	Other Premium:	<input type="text"/>	Total Premium:	<input type="text"/>
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12.2 Who pays Insurance?	<input type="text" value="Contractor"/>	12.5 Who conducts substance abuse screening?	<input type="text" value="No"/>
12.3 Who pays Operator Ins.?	<input type="text" value="No"/>	12.6 Who conducts safety training program?	<input type="text" value="No"/>
12.4 Who pays special license?	<input type="text" value="Pilots License"/>	12.7 Who maintains substance abuse program?	<input type="text" value="No"/>
12.4 Who screens operator history?	<input type="text" value="No"/>	Who regulates VTS vessels and crews?	<input type="text" value="US Coast Guard"/>
		12.8 Number of injury claims in past 5 yrs?	<input type="text" value="0"/>

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	<input type="text" value="No"/>
13.2 Are there written Hazmat Program procedures?	<input type="text" value="No"/>
13.3 Is there a written Maintenance Training Program?	<input type="text" value="No"/>
13.4 Is there a written Safety Program for VTS maintainers?	<input type="text" value="No"/>
13.5 Is AC Brake Certification required?	<input type="text" value="No"/>
13.6 Are federal (e.g., OSHA) Records Maintained?	<input type="text" value="No"/>
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	<input type="text" value="0"/>
13.8 What is the number of preventable maintenance road calls made during FY 1996?	<input type="text" value="0"/>

Section 14: What Future Plans are there for VTS Service

Planned Mods:	<input type="text" value="No"/>
Plan Reports:	<input type="text" value="No"/>